

# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 3

October, 1975

## C & P SEEKS LOCAL TIMING AND DIRECTORY ASSISTANCE CHARGE

The recent trend toward "usage sensitive" pricing for telephone service is apparent in the recent applications of C & P to increase its existing rates and to charge for directory assistance. The Company is seeking approval of a plan to install timing equipment capable of determining the duration of telephone calls. Once installed (about mid-'77, if approved), the Company would charge its message-rated customers 5.9¢ for each message unit above the monthly allowance. A message unit would be counted as each 5 minute segment or fraction thereof. Under current rates, message-rated customers pay 5¢ per message unit no matter how long they talk. The Company also seeks an increase in its message unit rate from 5¢ to 7.65¢ until the proposed timing plan goes into effect.

Flat rate service would continue under the company's current proposal with an increase in price from \$8.94 to \$9.84 for rotary dial and from \$10.96 to \$11.84 for touch-tone. Residential rates affected by timing include District of Columbia service (unlimited calls in D.C. and 5¢ per call to local Maryland and Virginia numbers) economy service (\$3.99/month plus 5¢ per call) and message rate individual line service (\$5.66/month and 5¢ for each call over 60 per month).

Proponents of this usage sensitive pricing concept contend such charges take into account the actual cost to the Company of providing service while allowing customers to control their monthly bills, to some extent, by making fewer and shorter calls. Similar reasons are given to justify C&P's request to be allowed to

(See Telephone P.2, Col.1)

## THREE YEAR TAXICAB CASE APPEARS NEAR END

The pending taxicab rate increase case, which was originally filed in July, 1972, appears to be approaching an end with the conclusion of testimony before the Public Service Commission in mid-September. Briefs have been filed by the parties and the People's Counsel, and a decision is expected in late October or early November.

Procedurally, the history of the case has been rather complicated, which explains its extraordinary length. After much difficulty in the search for reliable income and cost information, the Commission accepted the conclusions of a staff study that the average radio cab driver was grossing \$4.40 per hour and netting \$2.27 per hour. The Commission then determined \$3.52 to be a just and reasonable hourly gross, necessitating a 28% rise in revenue. In response to this, various proposals were advanced.

The industry has proposed a 28% across-the-board fare increase to offset the rise in operating and living costs since the last fare increase of 15% in February, 1973. Taxicab driver Mr. Irving Schlaifer, whose 1972 petition initiated the present case, is seeking, on the other hand, to replace the present fixed zone system with a "floating" zone system of his own design. His "Mileage Rate Zone System" would tie fares to airline trip distances, determined by applying a plastic ruler to a city map.

The People's Counsel, who entered the case in April, 1975, shortly after the establishment of the Office, offered the testimony of Dr. Anthony Yezer, Assistant Professor of Economics at George Washington University. Dr. Yezer disputed the pro-

(See Taxis, P.2, Col.2)



TELEPHONE, from p.1

charge 20¢ for directory assistance calls in excess of three direct-dialed calls per month. Coin telephones, hotels, motels and handicapped customers unable to use the directory would be exempt under the Company's proposal. Company representatives say their usage studies show 47% of their customers place less than three directory assistance calls per month and that 11% of the customers make 50% of the directory assistance calls.

While challenging the need for any increase in rates at all, People's Counsel is questioning the propriety of the Company's proposed timing plan. It makes no distinction between day time rates (when busy hour occurs) and night rates. Consumers are familiar with this concept from long distance rates. Under cross-examination during the on going hearings on this application, the Company's witness testified that after the first few minutes of conversation, the cost to the Company of providing continued connection decreases; yet, the Company seeks to charge the same amount for each five minute message unit. The Company's witnesses have not yet been cross-examined on the directory assistance issue.

People's Counsel's motion to consolidate the rate increase case and directory assistance case was granted on October 2, 1975. A schedule of additional hearings appears in this issue.

What are your views on the issues? Let us know by responding to the questionnaire on page four.

---

TELEPHONE GLOSSARY

Busy hour: The hour of maximum telephone usage. Telephone equipment must be sufficient to meet demand at this hour.

Message-rated service: A fixed-rate service with an extra charge for message units beyond the basic allowance.

Message unit: A segment of telephone usage under a message-rated service.

Usage-sensitive pricing: A pricing concept which bases the charge for telephone usage on some of the factors contributing to the cost of providing service (e.g. number of calls; duration of call; time of day of call; distance of call).

TAXIS, from p.1

propriety of the "target wage" approach to taxicab regulation, suggesting that the proper focus should be service quality, leaving driver income levels to be determined by supply and demand. Dr. Yezer further testified that the present zone fare system fails to take into account the different time and gas expenditures involved in different trips at different times of the day. There are, therefore, trips to certain sections of the city in which the drivers' costs are not covered by their fares, and drivers tend to avoid these unprofitable trips. The present zone system, he pointed out, also tends to discourage drivers from making short inner-city trips during rush hours when cab service is most needed. Dr. Yezer concluded that fares should be based, in some manner, on time and distance charges.

In a related development, Councilman John Wilson has introduced and held hearings on a bill that would require taximeters and limit the number of taxicabs in D.C. At the hearing, most witnesses including the Assistant People's Counsel, opposed the bill. The People's Counsel's position is that the real issue is service quality and that neither meters nor taxicab quotas will help solve this problem. The bill is still pending.

---

PSC CALENDAR

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs and for directory assistance charge.

Nov. 3, 1975 - Commencement of cross-examination of the Company's supplemental witnesses on the directory assistance proposal.

Nov. 18, 1975 - Filing of direct testimony by People's Counsel, Intervenors, and PSC Staff.

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Nov. 12, 1975 - Cross-examination of People's Counsel's witnesses and Company's rebuttal witnesses, 9:30 a.m.





Mrs. Dorothy M. Maultsby discusses utility problem with People's Counsel staff worker, Mrs. Brenna Jean Jackson.

### C I T I Z E N   S A L U T E

UTILITY LINE salutes this month Mrs. Dorothy M. Maultsby, President of the Lamond-Riggs Citizens Association and Chairperson of the Public Utilities Committee of the D.C. Federation of Civic Associations. Mrs. Maultsby demonstrates how effective an individual can be in getting consumer problems solved through fact finding, organizing and persistent effort.

In the summer of 1974, after receiving a sharp increase in her electric bill, Mrs. Maultsby checked her meter. Although her bills were not estimated ones, she doubted they were based on actual readings because the meter dials were dirty and unreadable. After checking with other members of her citizens association and discovering that many of them were receiving unusually high electric bills also, she requested that a PEPCO representative respond to customer complaints at an LRCA meeting. Because the LRCA members were not satisfied with PEPCO's responses to their billing problems at this meeting, they formed a ten-member Citizens' Committee to demand action on their complaints.

The Citizens' Committee, headed by Mrs. Maultsby, collected data on consumers' billing problems by distributing questionnaires and polling D.C. citizens by telephone. Utility consumers from all over the District responded with complaints after reading about the LRCA meeting in local newspapers. With this evidence in hand, Mrs. Maultsby and her Committee demanded a meeting with PEPCO's Board of Directors

which was held in August, 1974.

Since the company continued to defend its general billing procedures, Mrs. Maultsby and the Citizens' Committee requested that the District of Columbia Council, the House Committee on the District of Columbia, and the Public Service Commission investigate PEPCO's billing practices. The House Committee held hearings in September, 1974. In October, 1974, the Public Service Commission initiated its own investigation and heard citizens' complaints at an evening hearing. Its staff's investigation resulted in a Commission Order against PEPCO to show cause why the recommendations set forth in the staff's report should not be adopted. When the Order was issued, Vice-Chairman Neely thanked Mrs. Maultsby for meeting with the Commissioners and with PEPCO and bringing many of the problems dealt with in the report to the Commission's attention. This case has not yet been concluded.

Mrs. Maultsby's efforts also created an interest in fuel adjustment charges. The Commission ordered investigation into that matter led to \$1.35 million in improper charges being returned to consumers. Mrs. Maultsby is currently working toward resolving consumer problems with home heating oil companies.

We point with pride to Mrs. Dorothy M. Maultsby, an outstanding and dedicated citizen. We are grateful to have her on our consumer team.

Address comments and inquires to:  
Office of the People's Counsel  
1625 I Street, Northwest  
Room 417  
Washington, D. C. 20006

#### Staff

People's Counsel	Annice Wagner
Asst. People's Counsel	Julian Karpoff
Program Analyst	Carolyn Smith
Support Staff	Brenna Jackson
	Conrade Brooks



## RESIDENTIAL TELEPHONE RATES

<u>TYPE OF SERVICE</u>	<u>PRESENT FIXED MONTHLY RATE</u>	<u>PRESENT MESSAGE UNIT RATE</u>	<u>PROPOSED FIXED MONTHLY RATE</u>	<u>PROPOSED MESSAGE UNIT RATE</u>
Economy (extra charge for each outgoing message unit)	\$3.99 rotary	\$.05 per call	\$3.99 rotary	\$.059 each 5 minutes or fraction thereof
Message Rate Individual Line (fixed rate covers 60 message units in D.C., Md. & Va. local calling area with charge per message unit thereafter)	\$5.66 rotary 7.68 touch tone	\$.05 per call over message unit allowance	\$5.66 rotary 7.68 touch tone	\$.059 each 5 minutes or fraction thereof over message unit allowance
D.C. Service (fixed rate covers all D.C. calls with charge per message unit for local calls to Md. & Va.)	\$5.66 rotary 7.68 touch tone	\$.05 per call	\$5.66 rotary 7.68 touch tone	\$.059 each 5 minutes or fraction thereof
Individual Flat Rate Residence (fixed rate covers all calls in D.C., Md. & Va. local calling area)	\$8.94 rotary 10.96 touch tone	None	\$9.84 rotary 11.84 touch tone	None

## TELEPHONE SERVICE QUESTIONNAIRE

(Please read the telephone article, the telephone glossary and the above chart before completing the following questionnaire. Please return it to us at the address listed on page 3.)

- Type of telephone service in your home.  
☐ Economy  
☐ Message Rate Individual Line  
☐ D.C. Service  
☐ Individual Flat Rate Residence
- Would you be willing to pay for timed message units if it would prevent further increases in fixed monthly charges?  
☐ Yes ☐ No
- Would you prefer a rate which charged more for daytime message units than evening?  
☐ Yes ☐ No
- Please state any other comments on fixed rate charges vs. per call or timed message unit charges.  


---

---

---

---
- How many times per month do you call directory assistance?  
☐ 0-3 ☐ 3-10 ☐ 10 or more
- Do you think the cost of directory assistance should be included in your fixed monthly charges?  
☐ Yes ☐ No  
 Yes, over \_\_\_\_\_ (insert no.) of calls
- Do you think the cost of directory assistance calls should be covered by a per call charge?  
☐ Yes ☐ No  
 Yes, over \_\_\_\_\_ (insert no.) of calls
- Do you think per call charges for directory assistance calls, if adopted, should apply to unlisted as well as listed numbers?  
☐ Yes ☐ No



OFFICE OF THE PEOPLE'S COUNSEL  
OF THE DISTRICT OF COLUMBIA  
1625 I Street, Northwest  
Room 417  
Washington, D. C. 20006

October 7, 1975

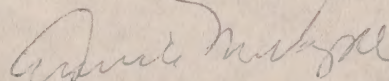
Councilman Julius Hobson, Sr.  
District Building  
14th and E Streets, N. W.  
Washington, D. C. 20004

Dear Councilman Hobson:

Enclosed are ten copies of our most recent issue of Utility Line. I hope you will find it convenient to place them in your ward office for distribution. Please let me know if you wish to receive copies monthly.

Thank you for your assistance and cooperation.

Sincerely yours,




ANNICE M. WAGNER  
People's Counsel

AMW/cab









# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this (See Workshop, P. 2, Col. 1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS: 52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P. 2, Col. 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahm, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahm, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahm received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahm in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahm made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahm pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahm confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahm is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahm.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE:Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

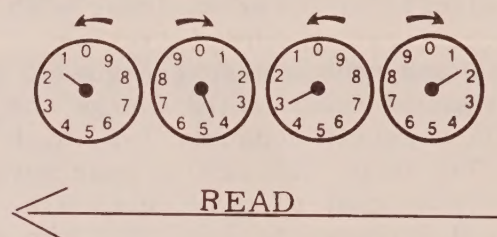
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt -hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt- hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol.I No.2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this  
(See Workshop, P.2, Col.1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS:52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P.2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahn, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahn, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahn received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahn in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahn made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahn pointed out that the all electric customer



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahn confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter ) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahn is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahn.

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE:Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

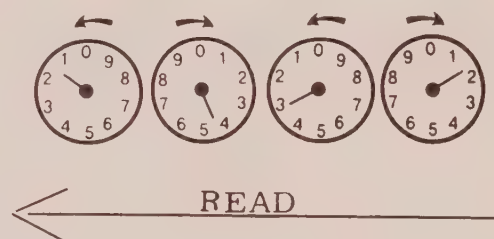
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt -hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt- hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this  
(See Workshop, P.2, Col.1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS: 52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P.2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahm, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahm, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahm received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahm in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahm made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahm pointed out that the all electric customer



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahm confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahm is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahm.

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers. Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE: Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

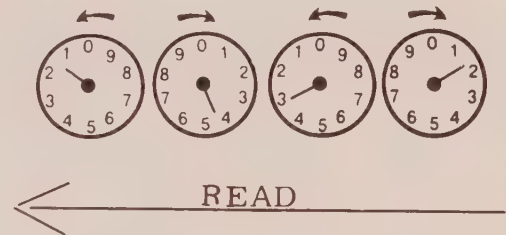
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt-hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt-hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this  
(See Workshop, P.2, Col.1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS: 52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P.2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahm, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahm, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahm received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahm in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahm made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahm pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahm confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahm is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahm.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE: Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

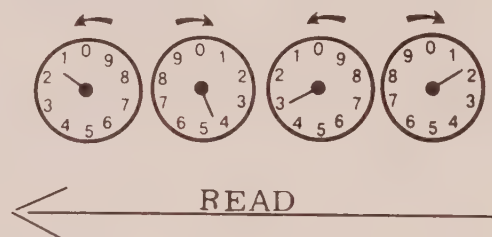
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt -hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt- hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this (See Workshop, P.2, Col.1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS:52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P.2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

Issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahm, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahm, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahm received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahm in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahm made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahm pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahm confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahm is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahm.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE:Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

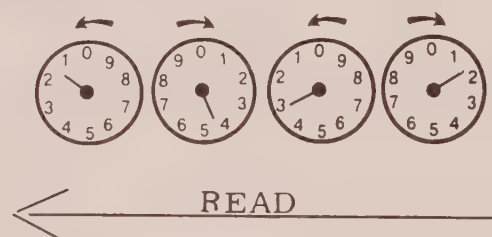
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt-hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt-hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this  
(See Workshop, P.2, Col.1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS:52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P.2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahn, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahn, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahn received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahn in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahn made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahn pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahn confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahn is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahn.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE: Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

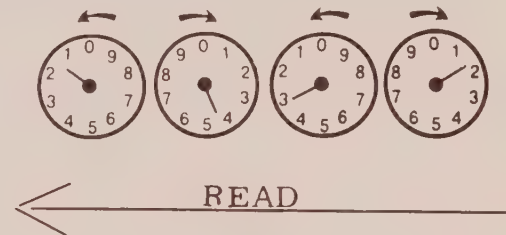
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt -hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt- hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this

(See Workshop, P.2, Col.1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS: 52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P.2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahm, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahm, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahm received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahm in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahm made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahm pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahm confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahm is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahm.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE:Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

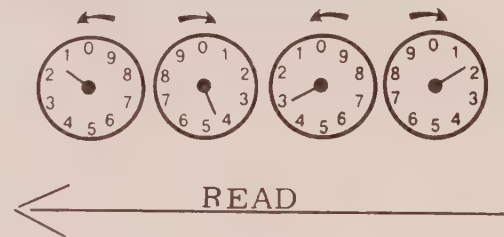
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt -hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt- hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this  
(See Workshop, P. 2, Col. 1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS: 52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P. 2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahn, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahn, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahn received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahn in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahn made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahn pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahn confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahn is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahn.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE:Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

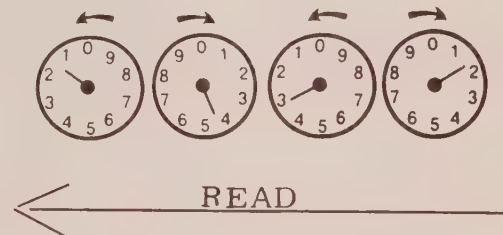
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt -hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt- hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol. I No. 2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this  
(See Workshop, P. 2, Col. 1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS: 52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P. 2, Col. 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahn, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahn, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahn received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahn in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahn made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahn pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahn confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahn is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahn.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE: Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

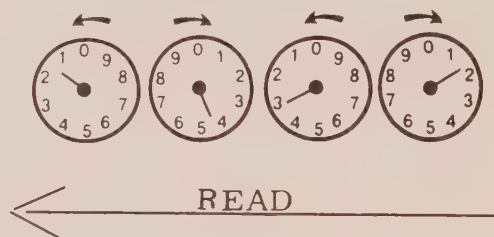
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt-hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt-hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



# Utility Line

Published by the Office of the People's Counsel, Washington, D. C.

Vol.I No.2

September, 1975

## UTILITY WORKSHOP PROMPTS LEGISLATIVE PROPOSAL

Rip-offs of consumers by some dishonest drivers for home heating oil companies, the lack of requirements for dispensing devices to help prevent the situation, and the absence of governmental control over these companies, suburban and local, were of serious concern to participants at our recent Utility Consumers' Education Workshop. Mr. Kenneth Hayden, Chief of the Weights, Measures and Market Branch of the D. C. government, speaking at the morning forum, explained to the general assembly that the role of his office is limited to checking the accuracy of meters on oil delivery trucks. He also listed the possibilities for abuses under our present system. Later in the morning, Mr. Hayden served as consultant to a workshop on the subject moderated by Mrs. Theresa Clark, Deputy Director of the Office of Consumer Affairs. The report of the participants in the workshop called for the regulation of all companies dispensing oil in D. C. Mrs. Clark promised workshop participants that regulations to accomplish this would be included in the Office of Consumer Affairs legislative proposals to the Mayor. Mrs. Clark has sent People's Counsel a draft of the proposed legislation which will be submitted to the Mayor in a few days. People's Counsel will consider, among other things, the propriety of recommending P.S.C. authority over such operations.

The morning forum, designed to educate consumers on current utility issues, included a presentation on the subject of who should benefit from utility real estate profits. Mr. Steve Michael, an attorney who worked on this (See Workshop, P.2, Col.1)

## UTILITY SURVEY RESULTS SHOW 77% FOR JITNEY CABS:52% FOR TAX-FINANCED "LIFELINE RATES"

Our utility questionnaire was distributed this past summer primarily through each of the UPO Neighborhood Development Centers, libraries and schools, the fifty-two member organizations of the D. C. Federation of Civic Associations and the Office of Consumer Affairs. More than 400 individuals from all areas of the city returned completed questionnaires, thus providing the Office of the People's Counsel with meaningful insights into D. C. utility consumers' problems and preferred solutions. The following results differ slightly from the results reported at our recent Utility Consumers' Education Workshop due to updating after computation of late returns.

### Electricity

Sixty-five percent of the citizens responding to the survey favor "Lifeline rates" --an entitlement to a certain amount of electricity at a reduced rate below the cost of electric energy and customer service charges. However, 52% of those felt this rate should be financed by tax money while only 21% favored subsidization of the reduced rate by higher rates to others. Others offered other financing suggestions. Fifty-three percent favored a special reduced rate for consumers with electric (See Survey, P.2, Col 1)

### IN THIS ISSUE

UTILITY SURVEY RESULTS.....	1
CONSUMER WORKSHOP REPORT.....	1
THE PUBLIC SERVICE COMMISSION.....	3
PUBLIC SERVICE COMMISSION CALENDAR....	4
CITIZEN SALUTE.....	3
HOW TO READ YOUR METER.....	4



SURVEY, from p. 1

heating financed by tax money. Sixty-three percent are willing to pay 10¢ to 15¢ per month extra for environmental protection.

Taxis

There has been a growing interest expressed by the consumers in "jitney cabs." A clear majority of 77% of those polled favored taxis running regular routes like jitneys or minibuses. Responses to other taxi questions indicate that higher fares during rush hours as a means of assuring greater availability of service are not favored; that consumers do not believe taxi drivers are entitled to a fare sufficient to achieve earnings on par with bus drivers; and, that the zone fare system is fair.

Other Results

Estimated billing practices was the problem cited most often by consumers (72%), while cut-offs of service was noted as a problem to 25% of those surveyed. The complaints against specific companies (C&P, Pepco, & WGL Co.) were almost evenly divided. Most problems with C&P involved deposit requirements while estimated billing practices accounted for most complaints against PEPCO and WGL Co. Another interesting result of the survey was that a small majority of consumers preferred increased pay phone rates to increased rates for residential service.

This is our first survey. The results of this and future surveys will be utilized to develop means of meeting consumers' needs as we represent you in proceedings and consider legislative and regulatory reforms.

WORKSHOP, from p. 1

Issue with Mr. Gilbert Hahn, Jr. in the recent PEPCO rate case, presented legal arguments favoring passing the benefits from such transactions on to consumers.

Peak-load pricing (explained in our first issue) was discussed from the consumer point of view by Dr. Peter Karpoff, an economist who testified for People's Counsel in the recent PEPCO rate case. Presenting the company's reservations on immediate adoption of the concept by PEPCO was Mr. Frank S. Walters, one of PEPCO's Vice-Presidents. The participants who attended the smaller discussion group on this subject recommended adoption of peak-load pricing now. This concept proposes to charge more for electricity at times when it is in high demand (summer/day) because it costs more to produce electricity at those times, and less at other times.

Mr. Irving Schlaifer, the original petitioner in the pending taxi case, explained his "straight-line distance traveled" fare system proposal. Mr. Schlaifer's recommendation calls for determining fares by reading markings on a plastic ruler laid over a detailed city map. (This is a simplified explanation of a more complicated concept). Dr. Anthony Yezer, an economics professor at George Washington University who conducted a recent study for People's Counsel, discussed his recommendation for a time and distance fare system. The participants in the workshop group on the subject were primarily concerned with the poor quality of taxi service. They recommended limiting the number of part time drivers, better driver testing procedures and increased rush hour rates.

The three Public Service Commissioners, Chairperson Ruth Hankins-Nesbitt, Vice-Chairman H. Mason Neely, and Commissioner William R. Stratton, attended the afternoon session and explained to the group their role and responsibility in the utility regulatory field. Mr. Vic Simon, appearing for Councilman John Wilson, explained the "Fair Share Residential Utility Tariff Act" which is scheduled for public hearings before the Council on or about October 14, 1975. This proposed legislation provides that residential consumers be charged no more than 75% of cost for gas and electric service.

The Workshop concluded with problem clinics on gas, electric, telephone and taxi service. Representatives of each utility company and taxi drivers were available to hear and respond to consumers' gripes.

The conference was sponsored by the Office of People's Counsel in conjunction with the D. C. Federation of Civic Associations. We wish more consumers had attended. We will seek greater publicity for future conferences. Fortunately, many who registered for the conference were members of various community groups. Thus, we are sure they will report on the conference to their organizations. Workshop participants were provided with forms to evaluate the conference and to make recommendations. The consensus of participants was that the conference was educational and worthwhile. We appreciate the constructive recommendations for future conference procedures and topics made by conference participants. These will be useful in planning our next conference.



## CITIZEN SALUTE

Our hats are off to Mr. Robert Grahm, Chairman of the AC/DC Committee (an ad-hoc group of all electric homeowners). Mr. Grahm, a retired Navy Captain and mechanical engineer by training, actively participated in the recent PEPCO rate hearings on behalf of all-electric residential customers in D. C. Mr. Grahm received no financial remuneration for appearing at the many hearings, cross-examining witnesses and presenting testimony and a brief on rate structure favorable to the all-electric customer and against PEPCO's proposed fuel adjustment clause. Assisting Mr. Grahm in his outstanding effort was Mr. William Eastman, a former electrical power engineer with the Rural Electrification Administration.

Mr. Grahm made a strong argument that PEPCO's proposed rates would charge the average all-electric consumer (of which there are 769 in D. C.) \$290 a year more than the actual cost of service to him. He also offered evidence to show that the all-electric customer's bill has increased annually from an average of \$474 in 1973 to \$736 last year, and will increase to \$1037 if PEPCO's proposal is adopted. Mr. Grahm pointed out that the all electric customer

THE PUBLIC SERVICE COMMISSION: BALANCING  
THE INTEREST OF UTILITIES AND CONSUMERS

Gas, electricity and telephones have become necessities for most of us. Traditionally, in this country these essential services have been provided by large companies of a non-competitive character. The prevailing philosophy is that such services can be more efficiently provided by these

so-called "natural monopolies". The users of public utility services would have no bargaining power with such companies without government control. Thus, regulatory bodies have been established to assure that the utility companies furnish facilities and service that are safe and adequate at charges which are just, reasonable, and non-discriminatory.

The Public Service Commission is the regulatory body charged with that responsibility in the District of Columbia. Within this jurisdiction, the three-member body is responsible for regulating the Potomac Electric Power Company, the Chesapeake and Potomac Telephone Company, the Washington Gas Light Company, taxicabs and certain other intra-District common carriers.

Mrs. Ruth Hankins-Nesbitt, the first Commissioner appointed by the Mayor and con-



Mrs. Annice Wagner, People's Counsel, and Mr. Robert Grahm confer on PEPCO case.

is valuable to the company, providing it off-peak (in winter) revenues without requiring additional investment in facilities to serve his demands.

Mr. Grahm is a concerned citizen who has devoted his valuable time, energy and talent to seeking results which can benefit others. For this outstanding effort, we salute you, Mr. Grahm.

firmed by the D. C. Council under home rule, was recently named Chairperson by her colleagues, Commissioner H. Mason Neely (Vice-Chairman) and Commissioner William R. Stratton. Each Commissioner serves a term of three years.

The Commission regulates the nature and quality of service provided by the utilities under its jurisdiction, and the rates charged for that service. Its policy decisions on service establish procedures, the implementation of which the Commission also oversees, on such things as accounting, facility maintenance, fuel and property procurement, customer billing, and response to customer problems, questions, and complaints. In determining rates to be charged for this service, the Commission must consider the best interests of both the utility companies and the consumers. Therefore, when it makes a decision at the conclusion of a rate hearing, its duty is not to choose one side over another, as a judge in a regular courtroom proceeding might do, but rather to balance the interests of both parties.



PSC CALENDAR

Application of WASHINGTON GAS LIGHT COMPANY for authority to adopt a gas supply adjustment provision and to revise the purchased gas adjustment provision.

Oct. 10, 1975 - Filing and service of direct testimony by People's Counsel, Intervenor and PSC Staff

Oct. 21, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and PSC Staff

Application of the CHESAPEAKE AND POTOMAC TELEPHONE COMPANY for authority to increase its existing schedule of rates and tariffs

Sept. 30, 1975 - Commencement of cross-examination of Company's witnesses. Cross-examination may continue through Oct. 6 and resume on Oct. 14 and 15, if necessary.

Nov. 18, 1975 - Filing and service of direct testimony by People's Counsel and PSC Staff

Dec. 2, 1975 - Commencement of cross-examination of witnesses for People's Counsel, Intervenor and Staff

NOTE:Hearings usually begin at 10:00 a.m. and are held in room 314, 1625 I Street, N. W. Hearings are open to the public.

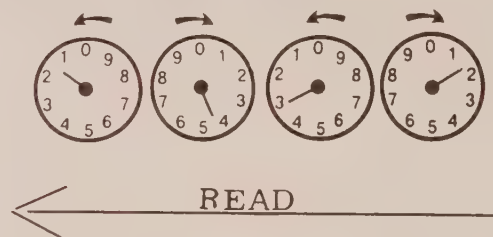
PUBLISHED BY:

Office of the People's Counsel  
1625 I Street, N. W.  
Room 417  
Washington, D. C. 20006  
727-3071

LEARN TO READ YOUR  
ELECTRIC METER

It is a good practice to read your electric meter monthly to determine how many kilowatt-hours you are using. You may want to check the company's readings for possible discrepancies or, if the meter reader is unable to gain access to your meter, you will want to complete the meter reading card provided by the company to avoid an estimated billing.

Most residential meters have four dials, which should be read from right to left as is shown in the following illustration:



Read the number which the pointer has just passed. Since the pointer on the righthand dial is between 1 and 2, it should be read as 1. The next dial registers 3. The third dial is read as 4 and the last dial is read as 1. Note that the first and third dials which you read run clockwise, the other two, counter-clockwise.

Most residential electric meters have a built-in multiplier of 10, so a reading of 1341 should probably be shown on your bill as 13410. In order to determine the number of kilowatt-hours you have used, subtract last month's reading from your current reading.

If there appears to be a discrepancy between your reading and the one recorded on the bill, report it to the company immediately. If you are unable to resolve the problem through the company, call: Mr. Martyn, Public Service Commission (727-3065) or our Office (727-3071).



February 4, 1976

D.C. Alumni Chapter  
Virginia Union University  
c/o Mr. William Deane  
1012 Urell Place, N.E.  
Washington, D.C. 20017

Dear Mr. Deane:

I am sorry I was unable to attend the D.C. Alumni Chapter of Virginia Union University's VUU Awareness Day Grand Bicentennial Celebration in January.

I am sure the distinguished list of honorees and their guests will long remember this gala event in recognition of the outstanding educational achievements during the past century.

Sincerely,

Julius W. Hobson





## Honorary Chairpersons

Hon. Edward W. Brooke  
Hon. Charles C. Diggs, Jr.  
Hon. Decatur Potter  
Hon. Walter E. Washington  
Hon. Sterling Tucker  
Rev. Jerry Moore  
Dr. A Knighton Stanley  
Dr. Matthew G. Carter  
Dr. J. L. S. Holloman, Jr.

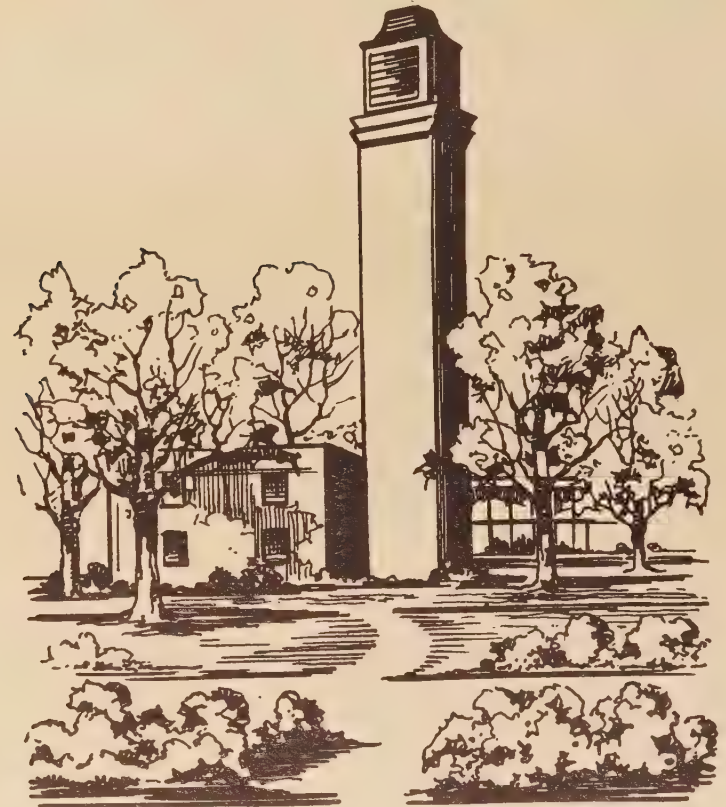
## Honorary Co-Chairpersons

Mrs. Rosemary S. Benton	Dr. Charles A. Lyons
Mr. Simeon Booker	Dr. Marjorie Holloman Parker
Dr. Milton K. Curry, Jr.	Miss Flaxie Pinkett
Dr. Arthur Paul Davis	Dr. E. C. Smith
Mrs. Juetta Johnson Day	Rev. Everett E. Smith
Rev. Andrew Fowler	Mr. Robert Turpin
Hon. Colston A. Lewis	Mr. Leroy Washington

## Officers

<i>President</i> . . . . .	Mrs. Berthel Carmichael
<i>First Vice President</i> . . . . .	Mrs. Elsie White
<i>Second Vice President</i> . . . . .	Rev. Edward Hailes
<i>Third Vice President</i> . . . . .	Dr. Charles Barnes
<i>Recording Secretary</i> . . . . .	Miss Cleomine B. Lewis
<i>Corresponding Secretary</i> . . . . .	Mrs. Mary Gaffney
<i>Financial Secretary</i> . . . . .	Miss Mary Holloman
<i>Treasurer</i> . . . . .	Mr. Joseph Thornton
<i>Chaplain</i> . . . . .	Rev. Edward Hailes
<i>Public Relations Officer</i> . . . . .	Mr. William Deane

# Metropolitan Washington D. C. Alumni Chapter Virginia Union University



## *Honorees*

Dr. Alving Bacoats '19  
Benedict College  
1944-1965  
Leland College 1929-1942

Dr. Ferdinand D. Bluford '08  
North Carolina A&T College  
1925-1955

Dr. Lyman B. Brooks '29  
Norfolk State College  
1938-1975

Dr. Marshall Cleveland Jr. '42  
Selma University  
1970 to present

Dr. Miles W. Conner  
Coppin Teachers College  
1926-1956

Dr. Robert P. Daniel '24  
Shaw University 1936-1950  
Virginia State College 1950-1968

Dr. John M. Ellison '17  
Virginia Union University  
1941-1955

Dr. Thomas Henderson '29  
Virginia Union University  
1960-1970

Dr. William E. Henry '23  
Bowie Teachers College  
1942-1967

Dr. J. L. S. Holloman Sr. '38  
Washington Baptist Seminary  
1926-1970

Dr. Allix B. James '44  
Virginia Union University  
1970 to present

Dr. Charles S. Johnson  
Fisk University  
1946-1956

Dr. James H. Owens '28  
Selma University  
1956-1967

Dr. Samuel D. Proctor '42  
Virginia Union University  
1955-1960  
N.C. A&T College  
1960-1964

Dr. Walker Quarles '31  
Acting President 3 times;  
Virginia State College  
President, Virginia State  
College: 1974 to present

Dr. Wendell P. Russell '48  
Virginia State College  
1970-1974  
Federal City College/D.C.  
Teachers College:  
1974 to present

Dr. William Strassner '27  
Shaw University  
1951-1961

Hon. Walter Fauntroy  
Delegate, U.S. House of Representatives  
Two Terms 1971 to present

*You are cordially invited to our  
First Annual Observance of  
V. U. U. Awareness Day*

**-A GRAND BICENTENNIAL CELEBRATION-**  
*A Presidential Gallery • A Dinner • A Presidential Ball*  
**Theme:** *A Past to Remember • A Future to Mold*

*In Recognition of  
Outstanding Educational Achievements  
during the past century*

In Tribute to all 17 Alumni who are now or have been  
PRESIDENTS OF COLLEGES OR UNIVERSITIES

*In honor of  
Two of our distinguished D. C. Chapter Members:*

**Honorable Walter Fauntroy**  
*Legislator and first elected  
Delegate to the Congress of the  
United States from the District  
of Columbia in more than  
a hundred years.*

**Dr. Wendell P. Russell**  
*Educator and President of Federal  
City College and D.C. Teachers  
College and the Past President  
of the Virginia State  
College.*

and to establish a revolving scholarship fund

*Saturday, January 31, 1976*

At Twin Bridges Marriott – US1 & 195 – Washington, D. C.  
Cocktail Hour and Review of Presidential Gallery – 6:30 P.M.  
Dinner: 7:45 P.M. • Presidential Ball after Dinner

**RSVP Card by January 10, 1976**

**Black Tie**



*Slavery Ended  
in*

# THE DISTRICT OF COLUMBIA

APRIL 16, 1862



**T**  
VIRGINIA UNION UNIVERSITY  
COMES INTO EXISTENCE IN  
THE NATION'S CAPITAL

IN 1865

## HISTORICAL HIGHLIGHTS

On June 25, 1862: New England's American Baptist Home Mission Society began it's FREEDMEN'S evangelization Program.

September, 1863: The Board of the Home Mission Society was instructed to aid the freedmen in the procurement and erection of church and school edifices, and to supply the emancipated slaves in the District of Columbia, and elsewhere, with missionaries and teachers.

In January, 1865: The Freedmen's Bureau was organized.

- In 1865: The American Baptist Home Mission Society's work started here in the District of Columbia with 12 teachers and 812 students in the "vestry of the 19th Street Baptist Church.
- In 1966: The new school purchased the property on "I" Street, N. W., for \$1500. For a matching sum, a two-story frame building was erected and named WAYLAND SEMINARY—a memorial to the eminent President Francis Wayland, D.D., LL.D., Brown University.
- In 1864: The National Theological Institute was organized in Washington about the same time Wayland was developing. The Institute, composed of prominent Baptist Ministers, was organized to train Christian ministers and assistants.
- May 10, 1866: The National Theological Institute was chartered in Richmond. On March 2, 1867, the charter was amended to change the name to the National Theological Institute and University; operating in places other than Washington, D.C., and Richmond, such as Charleston and Augusta.
- 1866-1867: The National Institute petitioned Congress and received use of Arlington Heights for its training center. It also occupied old barracks on Judiciary Square opposite "F" Street, N.W., and an old brick house near 22nd and "G" Streets, N.W.
- November 17, 1866: The Missionary Society of the First Congregational Church of Washington, D.C., at a meeting held on this date, heard a glowing report from one of its officials about the tremendous success of the work of Wayland Seminary. A Theological Institute of the Congregational Church soon followed.
- In 1867: Wayland Seminary and the National Theological Institute and University in Washington, D.C., merged to further the education of freedmen (both being Baptist supported).
- March 3, 1867: The Theological Institute of the Missionary Society of the First Congregational Church became Howard University.



It is well to keep in mind that Theological Institute programs in Washington and Richmond went forward simultaneously.

Nov. 1883: Hartshorn College for Women, to train women for homes, churches, schools, mission fields, and for the cultural development of society, was formally opened in Ebenezer Baptist Church in Richmond, Virginia, and was duly chartered on March 13, 1884.

May 4, 1897: The plans were authorized for the emerging Virginia Union University, consolidating the efforts to carry forward the educational programs initiated with the founding of Wayland College in the 19th Street Baptist Church in January of 1865:

(1) Wayland Seminary & College moved from Washington, D.C., in November, 1897, to become the Men's College,

and merged with

(2) The Richmond Theological Institute, which became the Divinity School;

By 1898, nine buildings of native Virginia granite were under construction on 30 acres of land facing Lombardy Street and Brook turnpike, adjacent to

(3) Hartshorn Memorial College for Women, which became the Women's College of the proposed Virginia Union University.

In 1899: The merger of Wayland College and Seminary and Richmond Theological Institute to form Virginia Union University was completed.

February 17, 1900: The Virginia Legislature amended the charter of the Richmond Theological Institute, granting full university powers to Virginia Union University

---

Source: Virginia Union Bulletin, June 1965, "A Century of Service to Education and Religion".



# *Our DC Chapter*

of our  
VIRGINIA UNION UNIVERSITY  
Alumni Association

IS NOW PREPARING FOR

"A PRESIDENTIAL GALLERY \* A DINNER \* A PRESIDENTIAL BALL"

In conjunction with  
V.U.U. FOUNDERS' DAY

## *A Grand Bicentennial Celebration*

The event will be held here in the Nation's Capital Area at the  
Twin Bridges Marriott Hotel, January 31, 1976, at 6:30 P.M.

Dress: Black-Tie — Donation: \$25.00 per person

This will initiate our D.C. Chapter's

### *First Annual V.U.U. Awareness Day in the District of Columbia*

This First Observance will be in Recognition of  
Outstanding Alumni Educational Achievements during the past  
century

In Tribute to All (17) Alumni who are now or have been

PRESIDENTS OF COLLEGES OR UNIVERSITIES

and in Honor of Two of our Distinguished D. C. Chapter Members:

The Honorable Walter Fauntroy  
Legislator and First Elected  
Delegate to the United States Congress  
from the District of Columbia in over  
one hundred years

Dr. Wendell P. Russell  
Educator and President of Federal  
City College of the District of Co-  
lumbia & D.C. Teachers College;  
Past President, Va. State College

to establish a Revolving Scholarship Fund and  
perpetuate our Annual V.U.U. Awareness Day  
activities

THEME: "A Past to Remember \* A Future to Mold"

Cleomine B. Lewis  
General Chairperson

462-4897

Rev. Edward A. Hailes  
General Co-Chairperson

265-2626

Mrs. Berthel K. Carmichael  
D.C. Alumni Chapter President  
Virginia Union University  
P.O. Box 2805  
Washington, D.C. 20013



February 23, 1976

Mr. Richard C. Vierbuchen  
Chairman, Washington Area  
Convention and Visitors Bureau  
1129 Twentieth Street, N.W.  
Washington, D.C. 20036

Dear Mr. Vierbuchen:

Thank you for your telegram concerning the proposed cuts in the appropriation to the Washington Area Convention and Visitors Bureau. I will certainly keep your views in mind because I, too, am aware of the great potential for revenue for the city earned through conventions and visitors.

Sincerely,

Julius W. Hobson  
Councilman at Large







# Telegram

LLC052      WAA213(2004)(1-035102C040007)PD 02/09/76781559-9 PM 9: 15  
ICS IPMWAWA WSH  
01156 NL WASHINGTON DC 141 02-09 458P EST  
PMS HON JULIUS W HOBSON, SR, DLR  
DC CITY COUNCIL  
DISTRICT BLDG 14 AND E STS NORTHWEST  
WASHDC 20004

WE SINCERELY BELIEVE THE PROPOSED CUT IN THE APPROPRIATION  
TO THE WASHINGTON AREA CONVENTION AND VISITORS BUREAU WILL HAVE  
A DISASTROUS EFFECT ON THE ECONOMY OF OUR CITY. THE VISITOR  
INDUSTRY IS SECOND ONLY TO THE FEDERAL GOVERNMENT'S PAYROLL  
AS A SOURCE OF INCOME AND IS RESPONSIBLE FOR 40,000 JOBS AND  
\$30 MILLION IN DIRECT TAX INCOME. OUR COMPETITIVE EFFORTS  
ARE ALREADY HINDERED BY THE FACT THAT CITIES SUCH AS NEW YORK,  
CHICAGO, SAN FRANCISCO AND MIAMI BEACH ARE SPENDING OVER  
\$1 MILLION APIECE TO ATTRACT TOURISTS AND CONVENTIONS.

SI HUMAN ABILITY TO ATTRACT TOURISTS AND CONVENTIONS.  
S. HARRIS, SAN FRANCISCO AND MRS. E. C. AND S. HARRIS OVER

AS A SOURCE OF INCOME AND IN RESPONSIBILITY FOR 40,000,000,000 AND

A DISTASTEFUL EFFECT ON THE ECONOMY OF OUR CITY. THE VISITOR  
TO THE WASHINGTON AREA CONVENTION AND VISITORS WHO WILL WANT  
WE STRONGLY BELIEVE THE PROPOSED CUT IN THE APPROPRIATION

WAS NOT JULIUS W. ROBERTS, SR., OF  
DC CITY COUNCIL  
DISTRICT 14 AND E 12 NORTHWEST  
WAS NOT





# Telegram

1976 FEB -9 PM 9:15

\$650 MILLION OF INCOME FROM NON-RESIDENTS AND THE RESULTING  
JOBS AND TAXES ARE THE REASONS WE URGE YOU TO BUDGET THE  
REQUESTED \$200,000. WITHOUT THIS BARE MINIMUM, OUR TOURIST  
EFFORT CANNOT BE PRODUCTIVE. SUCH A MOVE WOULD BE COUNTER-  
PRODUCTIVE TO THE GREATEST POTENTIAL FOR ECONOMIC DEVELOPMENT  
IN OUR CITY

RICHARD C VIERBUCHEN  
CHAIRMAN WASHINGTON AREA  
CONVENTION AND VISITORS BUREAU

NNNN

1129 Twentieth Street NE  
Washington DC 20036

1976 FEB 24

2-2850



D.C. ALUMNI CHAPTER  
VIRGINIA UNION UNIVERSITY  
c/o Mr. William Deane  
1012 Urell Pl., N.E.  
Washington, D.C. 20017





May 24, 1976

Mrs. Beulah C. Vosburgh  
D.C. State Federation of Women's Clubs, Inc.  
1511 30th Street, N.W.  
Washington, D.C. 20007

Dear Mrs. Vosburgh:

Thank you for your invitation to participate in the all day conference on crime in the District of Columbia, so-sponsored by the D.C. State Federation of Women's Clubs, WTOP-TV and Continuing Education for Women, George Washington University, on Saturday, June 5.

Unfortunately, my schedule will not permit my attending.

I hope you have a successful conference.

Sincerely,

Julius W. Hobson  
Councilman at Large





Mail Routing Slip

Date:

5-7

To: Council member Julius Hobson

Comments:

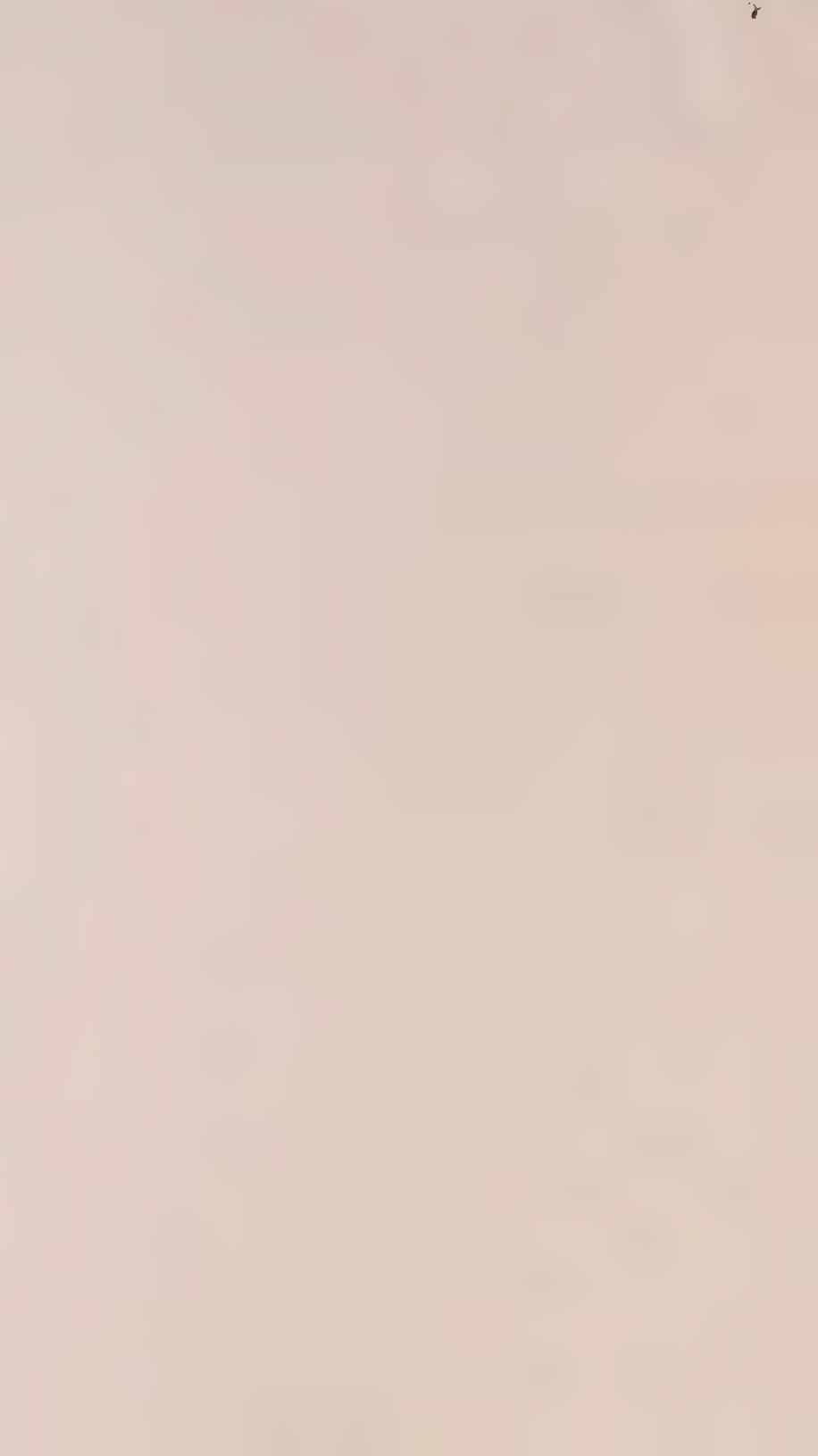
Pat Miner:

Lou Aronica:

Sandy Brown:

Lorraine McCottry:

Alice Blue:





HANDS UP CONFERENCE - JUNE 5, 1976

I will attend \_\_\_\_\_

I cannot attend but \_\_\_\_\_ from my  
office or organization will represent me.

I recommend \_\_\_\_\_ be invited.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Name, Address, Phone Number

Signature: \_\_\_\_\_

Please return not later than May 10, 1976



Mrs. Malcolm C. Vosburgh  
1511 30th St., N.W.  
Washington, D.C. 20007





*District of Columbia*  
*State Federation of Women's Clubs, Inc.*  
*Washington, D. C.*

A MEMBER OF THE GENERAL FEDERATION OF WOMEN'S CLUBS

April 28, 1976

**OFFICERS 1974-1976**

*President:*  
MRS. MALCOLM C. VOSBURGH  
1511 30th Street, N.W. 20007

*First Vice President:*  
MISS FAY TURNER  
1 Scott Circle, N.W. #717 20036

*Second Vice President:*  
MRS. MITCHELL WENDELL  
1432 Laburnum Street  
McLean, Va. 22101

*Third Vice President:*  
MRS. HALDER SELVIN  
4702 Reservoir Rd., N.W. 20007

*Recording Secretary:*  
MRS. OSCAR P. MAST  
924 Upshur Street, N.E. 20017

*Assistant Recording Secretary:*  
MRS. KATHRYN T. GUTH  
3401 Quebec Street, N.W. 20016

*Corresponding Secretary:*  
MRS. EARL J. COOPER  
7411 Hancock Avenue  
Takoma Park, Md. 20012

*Treasurer:*  
MRS. FLORA A. MORDHORST  
2025 Eye Street, N.W. #1124 20006

*Assistant Treasurer:*  
MRS. JOSEPH B. LEE  
2149 30th Street, N.E. 20018

The Honorable Julius Hobson, Sr.  
Member, District of Columbia Council  
District Building  
14th & E Sts., N. W..  
Washington, D. C. 20004

Dear Mr. Hobson:

We are writing to invite you to participate in an all-day conference on crime in the District of Columbia, co-sponsored by the D. C. State Federation of Women's Clubs, WTOP-TV, and Continuing Education for Women, George Washington University, on Saturday, June 5, from 9:00 A. M. to 5:00 P. M. at George Washington's Marvin Center, 800 21st Street, N. W.

Participants will include government officials, criminal justice specialists, ethnic and special interest groups, victims, ex-offenders and representatives of social service agencies and a cross-section of interested citizens.

Their aim will be to devise crime-fighting approaches that participants can take back to their individual groups and organizations for community action programs within the District and the Metropolitan areas.

The program is part of a volunteer nationwide effort called "Hands Up", devised by the General Federation of Women's Clubs under a grant from the Justice Department through the Law Enforcement Assistance Administration, to create an awareness of the Citizen's role in crime prevention and to set up a network of local action groups charged with developing and acting upon local recommendations for crime reduction.

The "Hands Up" volunteer effort will be reinforced with an intensive local television campaign on WTOP-TV. Starting late in May, and continuing throughout the summer, there will be a concentrated public service schedule devoted to citizen participation in crime reduction.

During the week of June 6th, all WTOP-TV local programming originating in the District of Columbia will be devoted to various aspects of crime prevention, citizen involvement and civic improvements that will lead to a safer community.

RECEIVED

APR 29 1976

MISS FAY TURNER  
1 SCOTT CIRCLE, N.W.  
WASHINGTON, D.C. 20036







The Honorable Julius Hobson, Sr.:

On the evening of Friday, June 11th, a special program will be aired with an up-date on the crime problem in the Washington area and excerpts from the June 5th conference. This will be followed at 11:30 P. M. by an open-ended call-in program during which viewers can pose questions to a panel of experts, many of whom will have participated in our conference.

We feel, if the community really gets behind a practical program to help reduce crime - that it can work! It's worth trying!

We are inviting and urging you to participate because we know you will contribute to the success of the conference. We, therefore, ask you to fill in the brief information needed, on the enclosed card at your earliest convenience, at least by May 10th, 1976 and return it to us. If you have any questions, please call Mrs. Kathryn Guth at EM 2-7437 or Mrs. Betty Bay at 547-2131; or me at 965-4179.

We hope to see you on June 5th and hope you will, in the meantime, think about the causes of crime in the District and about practical suggestions for its reduction. Feel free to discuss this with your associates and friends. We will welcome any practical ideas.

Very sincerely yours,

*Denise Chapman Vosburgh*  
Mrs. Malcolm C. Vosburgh



